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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:) Conf. No.: 9867
Eric James)
)
Serial No.: 09/675,597) Filed: September 29, 2000
)
For: SYSTEM AND METHOD OF) Art Unit: 2645
USING A PHONE TO ACCESS)
INFORMATION IN A CALL)
CENTER)
)
Primary)
Examiner: Tsang, F.)
)

RESPONSE

Mail Stop: Petitions
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

In reply to the Office Action mailed September 16, 2003, the applicant responds as follows: